Managing Circulation Services in Academic Libraries Using a Course Management System

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Course Management System (*Moodle*)

- First installed in August 2007
- Over the last nine months it has become an important tool in managing Circulation Services

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What is *Moodle*?

- An Open Source Course Management System used to add web technology to courses.
- Free on the web:

  (*http://www.moodle.org*)

Who uses *Moodle*?

- Universities
- Community colleges
- Schools
- Business
- Individual instructors

Who Created *Moodle*?

- Martin Dougiamas (University of Perth) created it

Why Did Martin Dougiamas Create *Moodle*?

- Was frustrated with the CMS system at University of Perth
- Original system was designed by engineers rather than educators
- Moodle was designed using Dougiamas' skills in both education and computer science

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Roberts Wesleyan College Uses *Moodle* to Support Activities of the Circulation Department

- Student Orientation
- Phone Lists and Birthdays
- Student Schedules and Substitute Forms
- Procedures

- Resources
- Policies
- Teaching, Application, and Tests
- Communications

Moodle Supports Student Orientation

- Training schedules
- Training checklist
- Circulation Training Manual

Explain what is expected

- Commitment of service
- FERPA form (provided by HR)

To be signed and returned to supervisor

Moodle Provides Access to Phone Lists and Birthdays

- Instructions on answering the phone
- Phone lists include name, address, and phone numbers of students, staff, and faculty
- Birthdays of students, staff, and faculty

Moodle Provides Access To Student Schedules and Substitute Forms

- Work Schedules
- Substitute Schedules
- Substitute Request Form

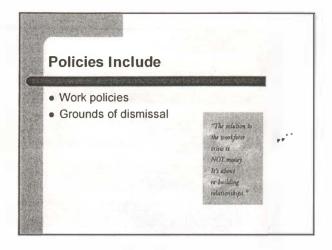### *Moodle* Lists Library Procedures

- Circulation desk task list
- Checking items in and out
- General desk procedures
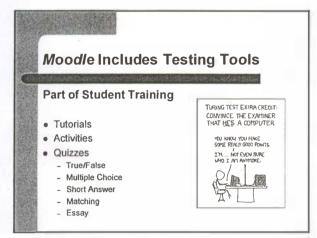- Opening procedures
- Closing procedures
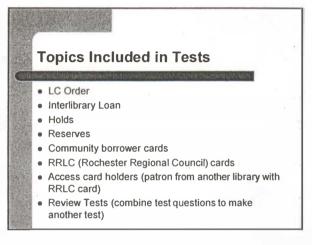- Check Handling

Resources Include

- Circulation manual
- Library services
- Library vocabulary
- Student handbook (to be added Summer 2008)
- LC Order -- tutorial
- Periodicals -- tutorial
- Newspapers -- tutorial
- Reference guidelines
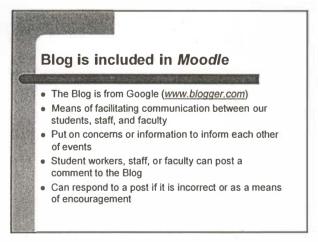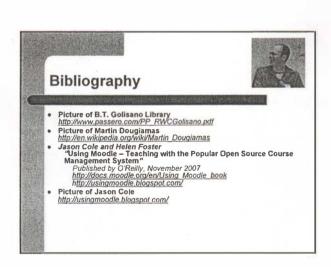- Remote assistance of the TV

Cards Include

- RRLC (Rochester Regional Library Council) cards which are issued to faculty and graduate students
- These cards allow them to go to nearby colleges and universities to check out materials

Policies Include

- Work policies
- Grounds of dismissal

"The solution to the workforce crisis is NOT money. It's about re-building relationships."

Moodle Includes Testing Tools

Part of Student Training

- Tutorials
- Activities
- Quizzes
  - True/False
  - Multiple Choice
  - Short Answer
  - Matching
  - Essay

TURING TEST EXTRA CREDIT:
CONVINCE THE EXAMINER
THAT HE'S A COMPUTER.

YOU KNOW, YOU MAKE
SOME REALLY GOOD POINTS.
I'M ... NOT EVEN SURE
WHO I AM ANYMORE.

Topics Included in Tests

- LC Order
- Interlibrary Loan
- Holds
- Reserves
- Community borrower cards
- RRLC (Rochester Regional Council) cards
- Access card holders (patron from another library with RRLC card)
- Review Tests (combine test questions to make another test)

Blog is included in *Moodle*

- The Blog is from Google (*www.blogger.com*)
- Means of facilitating communication between our students, staff, and faculty
- Put on concerns or information to inform each other of events
- Student workers, staff, or faculty can post a comment to the Blog
- Can respond to a post if it is incorrect or as a means of encouragement

Bibliography

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- Picture of Jason Cole
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